



**Flametree**

**Turn Every Customer Touchpoint Into  
Opportunity**



# How do Customers Perceive Bank?

- ✓ **Interactions effectiveness and convenience**  
significantly impact client satisfaction and overall attitude
- ✓ **Humans** can be unreliable, inconsistent, hard to manage, and expensive
- ✓ The situation can be improved by involving **AI Agents**



# AI That Speaks, Solves & Sells – So, You Don't Have To



## Sales & Marketing

Personalized, data-driven campaigns that target prospects at the right time with the right context.



## Customer Support

Instant, intelligent and personalized support — automating up to 80% of inquiries.



## Debt Recovery & Collection

Engage debtors, send timely reminders and track payments — reducing manual effort while improving cash flow.

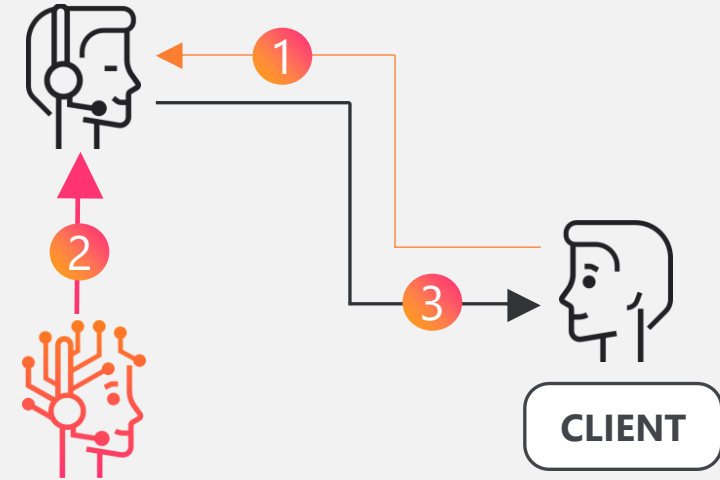


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# AI & Human Collaboration

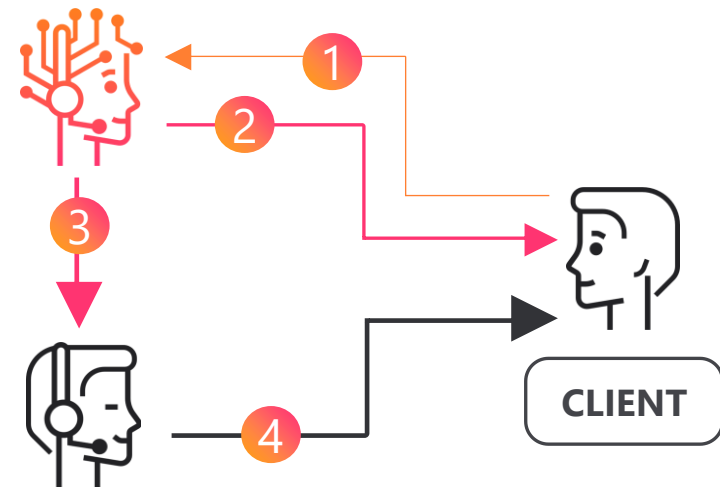
## AI as a Co-pilot

- 1 Client service request
- 2 Co-pilot suggests an answer
- 3 Human edits and sends the final reply



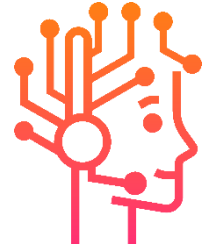
## AI on the first line

- 1 Client service request
- 2 AI replies
- 3 Transferring to a human, AI acting as a co-pilot
- 4 Human continues the conversation





# Case Study: Customer Support

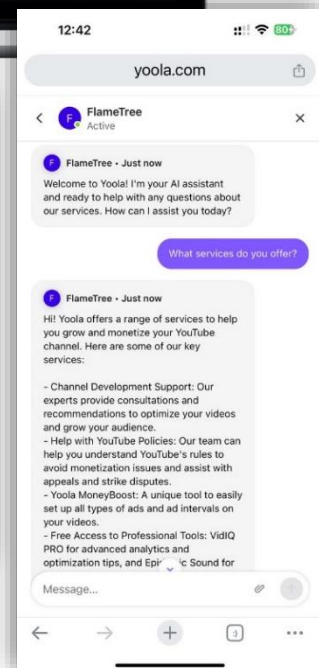
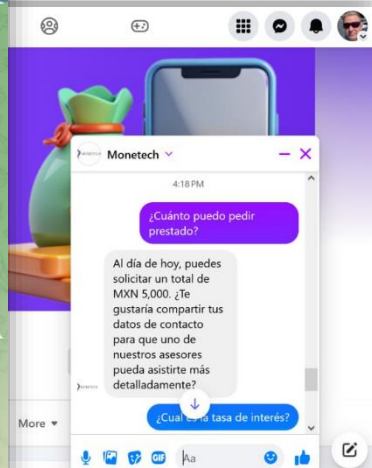
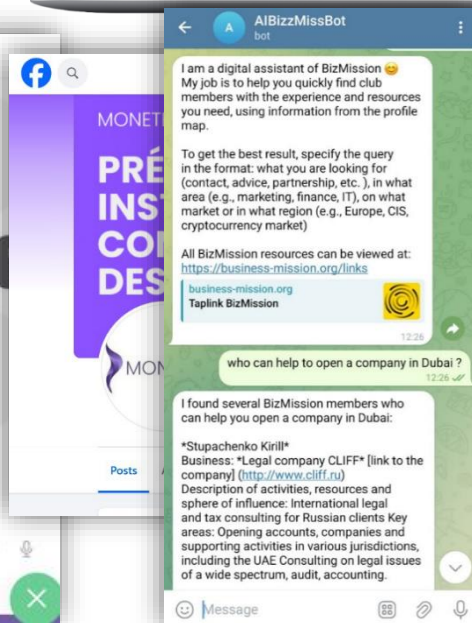
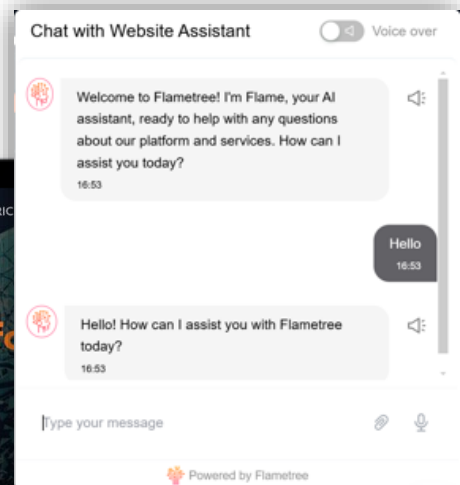
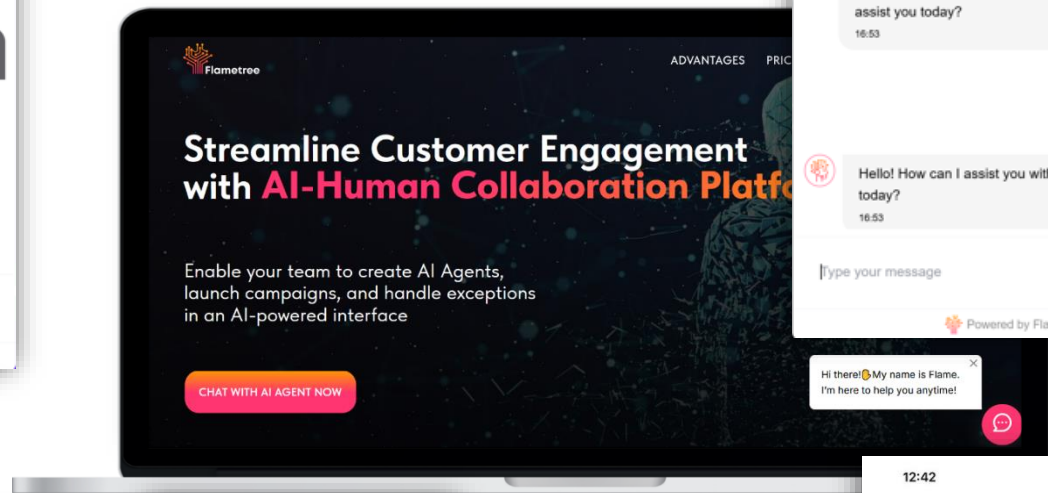
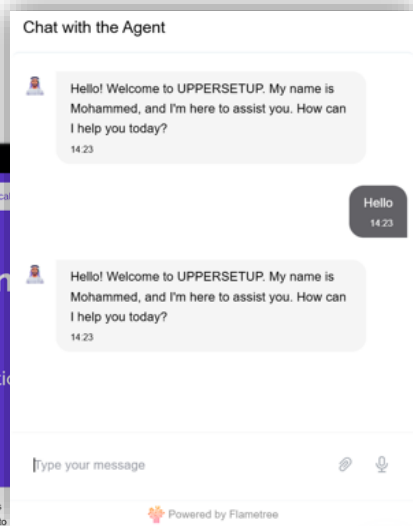
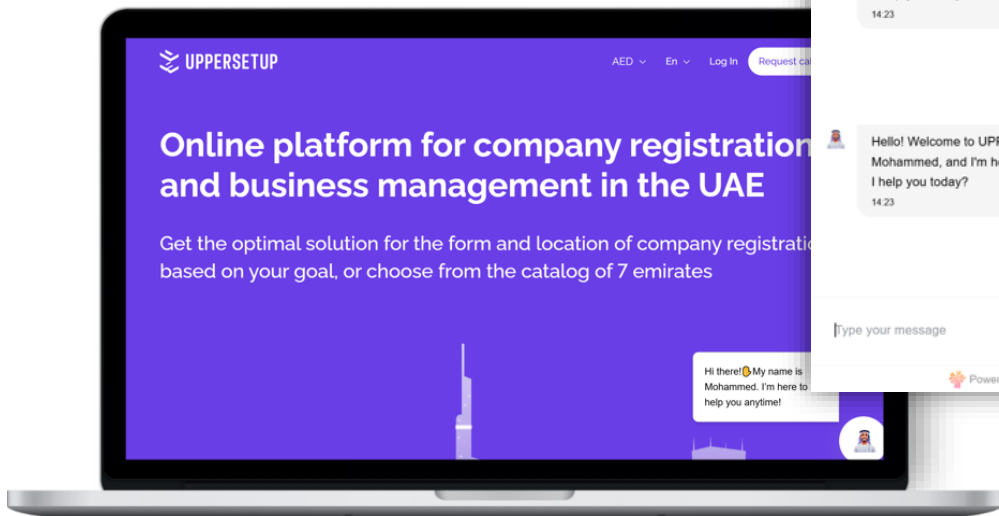


## Instant Answers to Complex Questions

- Upload FAQs to enable accurate replies
- Voice or text in 150+ languages
- Flexible dialogues based on intent, not scripts

## Personalized Support & Account Operations

- Auto-fetch user data to resolve account-specific queries
- Support customers in completing actions
- Real-time updates on status of requests





# Playground



## Agents



### 1. Banking Support

Banking Chatbot

### 2. Campaign Collector

Banking Chatbot

### 3. Website Assistant v2.0

Banking Chatbot

### 4. Bloggy Email Agent

Banking Chatbot

Stopped

### 5. Cashtech Assistant Web

Banking Chatbot

Stopped

### 6. AB Recovery Collector

Banking Chatbot

Stopped

### 7. Alpha-mega Bank Web Assistant

Banking Chatbot

Stopped

### 8. Flametree Website Assistant

Banking Chatbot

Stopped

## Chat



Type your message



## Session results



No results found

## Session parameters



No parameters found



# Case Study: MFI Dropouts Management

## WhatsApp Outreach (5 min after leaving website)

- Identify the dropout reasons
- Address objections/benefits explanation/special offers
- Transfer to human/ticket registration



## Inside collection

Gather data for product/process enhancement



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# Configure AI to fit your business, not the other way around



## Effortless AI Deployment

Adjusts AI Agent workflows and behaviors through a no-code approach.



## Human in the Loop Support

AI handles routine tasks, while human operators step in when needed, guided by real-time AI-powered insights.



## AI That Gets Smarter Over Time

Flametree's adaptive learning ensures AI Agents evolve, improving efficiency and accuracy with every interaction.



## Seamless Integrations

Connect effortlessly with any communication channels, back-end systems and external service.



## Deploy your way

Get started with the SaaS version or choose on-premise or private cloud deployment - whatever fits your infrastructure best.



## Model-Agnostic Architecture

Choose the right LLM for each use case, with full support for both open-source and commercial models.

# Communication Channels



Instagram



Telegram



WhatsApp



Twilio



SIP



Web



SMS



Email



Facebook  
messenger



Mobile app.

# Deployment Options



## **Service (SaaS):**

The client can access our multi-tenant cloud instance without needing a separate installation



## **On-Premises Installation:**

A dedicated instance on the client's premises, either on their own hardware (e.g., data center) or on their account with cloud providers like AWS, Azure etc.



# Flametree Implementation Journey



## Website Assistant

Handles general inquiries about products and services, while capturing prospect contact information



## Customer Service Agent (Integrated into Bank's Mobile App)

Assists with account and transaction-related questions, performs operations, and delivers personalized cross-sell offers



## Outbound campaigns

Coordinate multiple AI agents working in sequence to engage customers and drive specific outcomes

# Q&A



**talk2us@enfint.ai**



**enfint.ai**



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